

# Natural for musical instruments insurance

Insurance product information document



**Company:** Hiscox Insurance Company Ltd

**Product:** Natural for musical instruments

Authorised and regulated in the UK by the FCA – register number 308922

This document provides a summary of the key information relating to the standard terms and conditions of this musical instruments insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation and you should also check the schedule for any endorsements that change the scope of cover.

## What is this type of insurance?

This product is designed to meet the needs of customers who wish to protect their musical instruments against loss or damage.



### What is insured?

- ✓ Loss of or physical damage to your musical instrument shown on the schedule while being used, stored or transported to or from:
  - the residence shown in the schedule;
  - your school or music tutor's premises, the venue of an amateur performance or a friend's private residence, all within 30 miles of the residence shown in the schedule; or
  - a school concert venue or music examination premises,including loss by theft and damage caused accidentally.  
Up to £1,500 any one item and £2,000 in total, unless limited in the schedule.
- ✓ Loss of or physical damage to your musical instrument while being loaned with your permission. Up to the amount shown in the schedule.
- ✓ Loss of or physical damage to any musical instrument not shown on the schedule for which you become liable, providing you tell us the additional value within 7 days and pay any required additional premium. The most we will pay is £250.
- ✓ The cost of hiring an equivalent instrument while your instrument is awaiting repair following damage covered under this policy. The most we will pay is £100.
- ✓ Loss of or physical damage to musical accessories if your musical instrument also suffers loss or damage covered under this policy. The most we will pay is £150.
- ✓ The cost of travel, postage or courier fees to and from a repairer following covered damage. The most we will pay is £50.
- ✓ You may for an additional premium extend cover for temporary overseas travel e.g. school trips, up to a maximum period of 30 days.



### What is not insured?

- ✗ The amount of the excess, where applicable.
- ✗ Damage to replaceable items including strings, reeds and drumheads.
- ✗ Damage to computer equipment, other than musical accessories.
- ✗ Theft by anyone to whom the instrument has been loaned.
- ✗ Damage caused by wear and tear, rot, fungus, mould, vermin, infestation or gradually operating cause.
- ✗ Damage to instruments caused while being worked on, maintained, inspected or cleaned.
- ✗ Damage caused by dryness, humidity, dampness, condensation, frost, dust, pollution, contamination, shrinkage or extremes of light or temperature.
- ✗ Reduction in value because the instrument forms part of a pair or set.
- ✗ Damage while the instrument is in an unattended vehicle, unless the schedule shows you are covered.
- ✗ Damage caused by earthquake, volcano, war, terrorism or nuclear contamination.
- ✗ Deliberate damage or neglect.
- ✗ Failure to follow the manufacturer's care guidelines or instructions.
- ✗ Routine maintenance, repair or customisation of the instrument.
- ✗ Manufacturing fault or defect.
- ✗ Any instrument that has been loaned for a fee.
- ✗ Damage while the instrument is stored in premises that have been unoccupied for more than 60 consecutive days.



### Are there any restrictions on cover?

- ! Theft from unattended premises is only covered if all means of entering the premises have been secured and entry is made using force and violence (other than where left at a venue for less than 24 hours under the instructions of a conductor, organiser or examiner).
- ! Theft from rented private premises is only covered if entry is made using force and violence.
- ! We won't cover damage to any instrument whilst in transit, unless packed in a protective case or packed by a professional packing company.



### Where am I covered?

At the address shown in the schedule; your school or music tutor's premises, the venue of an amateur performance or a friend's private residence, all within 30 miles of the residence shown in the schedule; any school concert venue or music examination premises within the United Kingdom of Great Britain and Northern Ireland, and the Republic of Ireland. If you select temporary overseas cover, you will also be covered for up to 30 days outside the UK.



### What are my obligations?

- You must take care when answering questions and ensure that all information is accurate and complete.
- You must let us know if the information provided changes.
- You must take reasonable care to prevent accident, injury and damage.
- You must tell Newmoon as soon as possible about any loss.
- You must obtain our prior approval to incur costs.



### When and how do I pay?

You must pay in full prior to the start of the policy or renewal. Please check the schedule for details of how to pay.



### When does the cover start and end?

Please check your policy schedule for your cover start and end dates.



### How do I cancel the contract?

By notifying Newmoon any time. You will receive a full refund if you cancel within 14 days of insuring with us. If you cancel after the first 14 days and have not made a claim we will return a pro-rata proportion of your premium, less any administration fee shown on your policy schedule.

## **Important information**

### **How to make a claim**

If you suffer a loss and may need to make a claim you should contact us as soon as possible.

For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount claimed and circumstances.

### **Complaints procedure**

If you have a complaint, you can contact us using the details below and we will ensure your complaint is directed to the relevant provider's complaints handling department.

Hiscox Customer Relations  
The Hiscox Building  
Peasholme Green  
York YO1 7PR  
United Kingdom  
By phone: 0800 116 4627  
By phone from mobiles or abroad: +44 (0)1904 681198  
By email: [customer.relations@hiscox.com](mailto:customer.relations@hiscox.com)

If you are not satisfied with the way your complaint has been handled, you may ask the Financial Ombudsman Service to review your case without affecting your statutory rights. Full details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### **Governing law**

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated. We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations you may be entitled to compensation from the scheme. Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk).

### **Our services**

This is a statement of the terms of business on which we agree to act and contains details of our regulatory and statutory responsibilities under the supervision of the Financial Conduct Authority. If you have any questions, please advise your usual contact in the first instance who will be pleased to assist you.

### **About us**

Hiscox Underwriting Ltd, registered in England no. 02372789, at 1 Great St Helen's, London EC3A 6HX is authorised and regulated by the Financial Conduct Authority. Our FS Register number is 308922. Our permitted business is arranging home insurance. You can check this on the FS's Register by visiting website <https://register.fca.org.uk/> The FCA is the independent watchdog that regulates financial services.

Hiscox Ltd indirectly owns 100% of Hiscox Underwriting Ltd and Hiscox Insurance Company Limited.

### **Our relationship with you**

We only offer Hiscox insurance products. These are underwritten by Hiscox Underwriting Ltd (the intermediary) on behalf of Hiscox Insurance Company Limited (an insurer), Hiscox SA and partner insurers for certain parts of the cover (these will be set out in the policy schedule). We act as agent for the insurers in undertaking certain responsibilities and therefore will not be acting as an independent insurance intermediary.

Hiscox Underwriting Ltd receives commission for this from Hiscox Insurance Company Limited and Hiscox SA. If you purchase a policy that is serviced or underwritten by a third party, we will set the price you pay for this policy which will be made up of the base cost from the supplier along with an element of profit and administration costs. In addition to this we may receive a profit share from the third party. We do not charge a separate fee for arranging the insurance.

At your request we will endeavour to arrange cover based on the information you have provided. While we will provide you with information on the cover offered, you will not receive advice or a recommendation from us. Any quote documentation we provide to you is based on the information you provide us. You should check to confirm this is correct and advise us of any changes required.